

EBIS is an automated, secure, self-service Web application that will allow Technicians to make health insurance, life insurance, Thrift Savings Plan contribution elections, military deposits, review general and personal benefits information, and calculate retirement estimates using a computer.

The Human Resource Office will offer Training Sessions on this at various location, dates, and times in the very near future.

IVRS is an automated self-service program Technicians can access from a touch-tone telephone system. Unlike the web-based EBIS, IVRS will allow for transfer to a benefits counselor for additional assistance.

Presently, when you want retirement or benefit information, you contact a specialist here in HRO. When you elect to enroll, terminate or change coverage to your Federal Employees Group Life Insurance (FEGLI), Federal Employees Health Benefits (FEHB), Thrift Savings Plan (TSP) account, wish to make a service credit payment (military deposit), or retire, you complete the appropriate form and send it to HRO for processing. Once we have transitioned to EBIS, paper forms WILL NOT BE ACCEPTED for these transactions.

We have just recently been advised that in order to use the web version of EBIS, all Technicians (AIR and ARMY) must have a current Army Knowledge Online (AKO) account/email address. Most, if not all, ARNG Technicians already have an AKO account. The AKO account/registration will provide ANG Technicians a way to get their certificates captured in an Army system which will be used for authentication and security purposes allowing them to use their smart card (CAC) to access EBIS. The only other AKO activity ANG Techs would have would be to change their password every 60-90 days. AKO can be accessed by CAC or password. Note: If you do not establish an AKO account, you will not have access to EBIS and will be restricted to making your benefit changes through IVERS, the interactive voice response system.

Technicians may register for an AKO account at the URL listed below. Just copy and paste the URL in your browser's location window at the top of page. Then choose the register with a CAC option under the NEW USER at:

<https://www.us.army.mil/suite/login/login.fcc>

An ANG Technician registered with AKO and reported that it took about 5 minutes to input his information and up to an hour for the AKO account to be built. He said the system was user-friendly and the AKO helpdesk was very responsive.

This is a huge change in the "way we do business". This transition will require that you become familiar with the EBIS/IVRS systems as you take control of your benefits. Remember, you are already using outside agencies to elect your Flexible Spending Account (FSA) and Federal Dental

and Vision (FEDVIP) coverage. This is the next step in putting you in complete control of your benefits.

As we learn and understand the EBIS system and the emerging role of the HRO/employee, further information and instruction will be provided. We will provide training, support and assistance throughout this transition.

We are currently in the process of dedicating a computer in HRO for Technicians who may not have access to a computer and for those employees who wish personal assistance.

EBIS/IVRS are not available until 1 October 2010. IVRS Counselors will be available 12 hours a day Mon-Fri 0700-1900 Eastern (0600-1800 Central Time) and automated internet/phone systems available 24/7. Dedicated phone numbers will be provided for your use by this office on 1 October.

Here is a link <https://www.abc.army.mil> to the Army Benefits Center–Civilian (ABC-C) where you can get more information and become familiar with their website prior to implementation.

Thank you for your patience as we navigate these changes together.